The Integrated Product Support Elements

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Agenda

• Purpose
• Background
• The 12 IPS Elements
• IPS Element Integration
• The IPS Element Guidebook
• Summary
Background

• In October 2009, Section 805 of Public Law 111-84 established the key leadership position of Product Support Manager (PSM) and reiterated DoD’s commitment to life cycle product support management.

• By 2010, the Office of the Assistant Secretary of Defense (ASD) Logistics and Materiel Readiness (L&MR) concluded the seminal work to develop and implement a Product Support Business Model (PSBM) and published a series of Guidebooks to assist the Product Support Manager (PSM) in the execution of his or her duties. These new Guidebooks include the:
  – DoD Product Support Manager Guidebook
  – DoD Product Support Business Case Assessment (BCA) Guidebook
  – DoD Logistics Assessment (LA) Guidebook
The 12 IPS Elements

1. Product Support Management
2. Design Interface
3. Sustaining Engineering
4. Supply Support
5. Maintenance Planning and Management
6. Packaging, Handling, Storage, and Transportation (PHS&T)
7. Technical Data
8. Support Equipment
9. Training & Training Support
10. Manpower & Personnel
11. Facilities and Infrastructure
12. Computer Resources
# Product Support Element Comparison

<table>
<thead>
<tr>
<th>S3000L</th>
<th>IPS Elements</th>
<th>What Different?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Support Management</td>
<td>Like ILS Management but more enterprise</td>
<td></td>
</tr>
<tr>
<td>Design Interface</td>
<td>Design Interface</td>
<td>No change</td>
</tr>
<tr>
<td>Sustaining Engineering</td>
<td>New - extends design interface thru O&amp;S</td>
<td></td>
</tr>
<tr>
<td>Supply Support and Provisioning</td>
<td>Supply Support</td>
<td>No change</td>
</tr>
<tr>
<td>Scheduled Maintenance/Maintenance Planning</td>
<td>Maintenance Planning &amp; Management</td>
<td>Includes O&amp;S execution responsibilities</td>
</tr>
<tr>
<td>Packaging, Handling, Storage and Transportation (PHS&amp;T)</td>
<td>Packaging, Handling, Storage and Transportation (PHS&amp;T)</td>
<td>No change</td>
</tr>
<tr>
<td>Technical Data/Documentation</td>
<td>Technical Data</td>
<td>No change</td>
</tr>
<tr>
<td>Support &amp; Test Equipment</td>
<td>Support Equipment</td>
<td>Newer U.S. terminology</td>
</tr>
<tr>
<td>Training &amp; Training Devices</td>
<td>Training &amp; Training Support</td>
<td>Emphasis on life cycle training</td>
</tr>
<tr>
<td>Personnel and Manpower</td>
<td>Manpower &amp; Personnel</td>
<td>No change</td>
</tr>
<tr>
<td>Facilities</td>
<td>Facilities &amp; Infrastructure</td>
<td>Infrastructure more than brick &amp; mortar buildings</td>
</tr>
<tr>
<td>IT/Software Support</td>
<td>Computer Resources</td>
<td>Computer Resources changed from Computer Resources Support to acknowledge more IT</td>
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10 ILS Elements  

12 IPS Elements
The purpose of the IPS Element Guidebook is to serve as a reference guide and training aid for the Product Support Manager (PSM), Life Cycle Logisticians, and other career field professionals (e.g., cost estimators).

It picks up where Appendix A of the Product Support Manager (PSM) Guidebook leaves off by:
- Filling in the specifics of the PSM Activities
- Increasing the number of PSM activities from 200 to over 500
- Providing standard definitions for IPS Sub-Elements
- Adding additional product support information (e.g., who, what, where, when, how and why)
The IPS Element Guidebook Table of Contents is aligned with the PSM Guidebook and broken out into three major areas as shown in this Design Interface example.

**Content Outline**

2 Design Interface
   2.0.1 Objective
   2.0.2 Description

Product Support Manager Activities
2.1 Design for Suitability
2.2 Human Systems Integration (HSI)
2.3 etc.,

Design Interface in the Life Cycle
A. Purpose
   a. Why is Design Interface Important
   b. Summary of Activities by Acquisition Phase
B. Data Item Description (DID) Deliverables
C. OSD Proponency, Policy, Regulations and Statutes
   a. Proponency
   b. U.S. Policy, Regulations and Statutes
D. Who Develops, Delivers and Manages Design Interface
E. When Is Design Interface Delivered and Managed in the Life Cycle
F. How Design Interface Is Developed, Established and Managed
G. Communities of Interest and Practice
H. Lessons Learned / Best Practices
I. Training Resources
J. Key References
The 12 IPS Elements:

- Expand upon the traditional 10 ILS elements by including Product Support Management and Sustaining Engineering elements.
- Include the activities needed to acquire the product support package designed to deliver system readiness and availability while optimizing system life cycle cost.
- Are integrated through the supportability analysis process.
- Are documented in the IPS Element Guidebook which includes the who, what, where, when, why and how for the major deliverables of each IPS Element by life cycle acquisition phase.

For more information go to: The IPS Element Guidebook at: [https://acc.dau.mil/ips-guidebook](https://acc.dau.mil/ips-guidebook)